

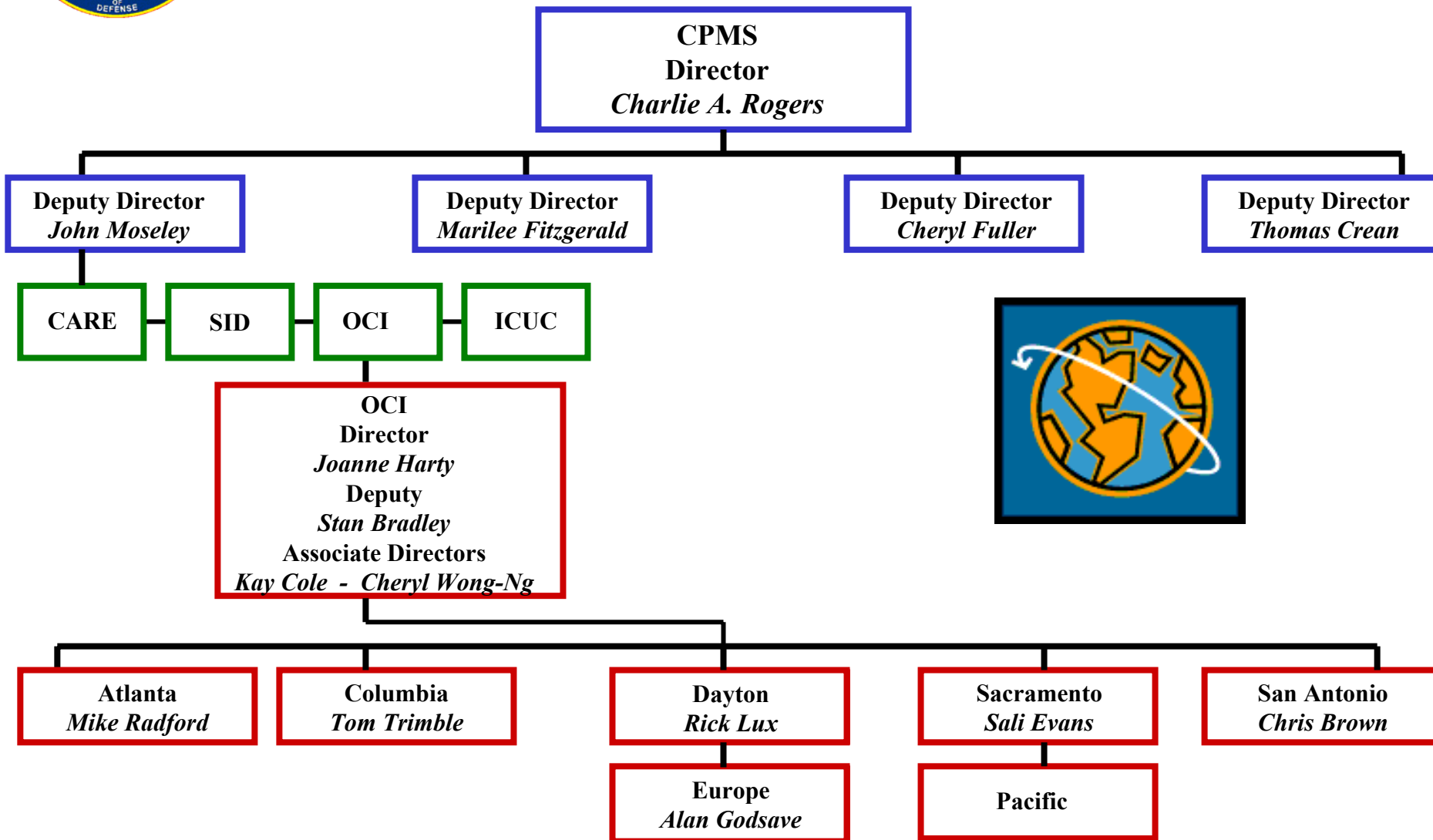


Civilian Personnel Management Service Office of Complaint Investigations

*Presented By: Rick Lux
For: The Dept of the Army
March 2003*



Current Structure





DoD Case Inventory

FY00 – FY02

	<i><u>Cases Received</u></i>	<i><u>Cases Closed</u></i>	<i><u>Avg Proc Time</u></i>	<i><u>Cases Resolved</u></i>	<i><u>Avg Proc Time</u></i>
FY00	3900	3894	130	1241	86
FY01	3784	3913	126	1320	83
FY02	3360	3430	113	1038	73



ADR Team Results

<i>OCI Cases Closed</i>	<i>ADR Cases Attempted</i>	<i>ADR Cases Resolved</i>	<i>Cost Avoidance</i>
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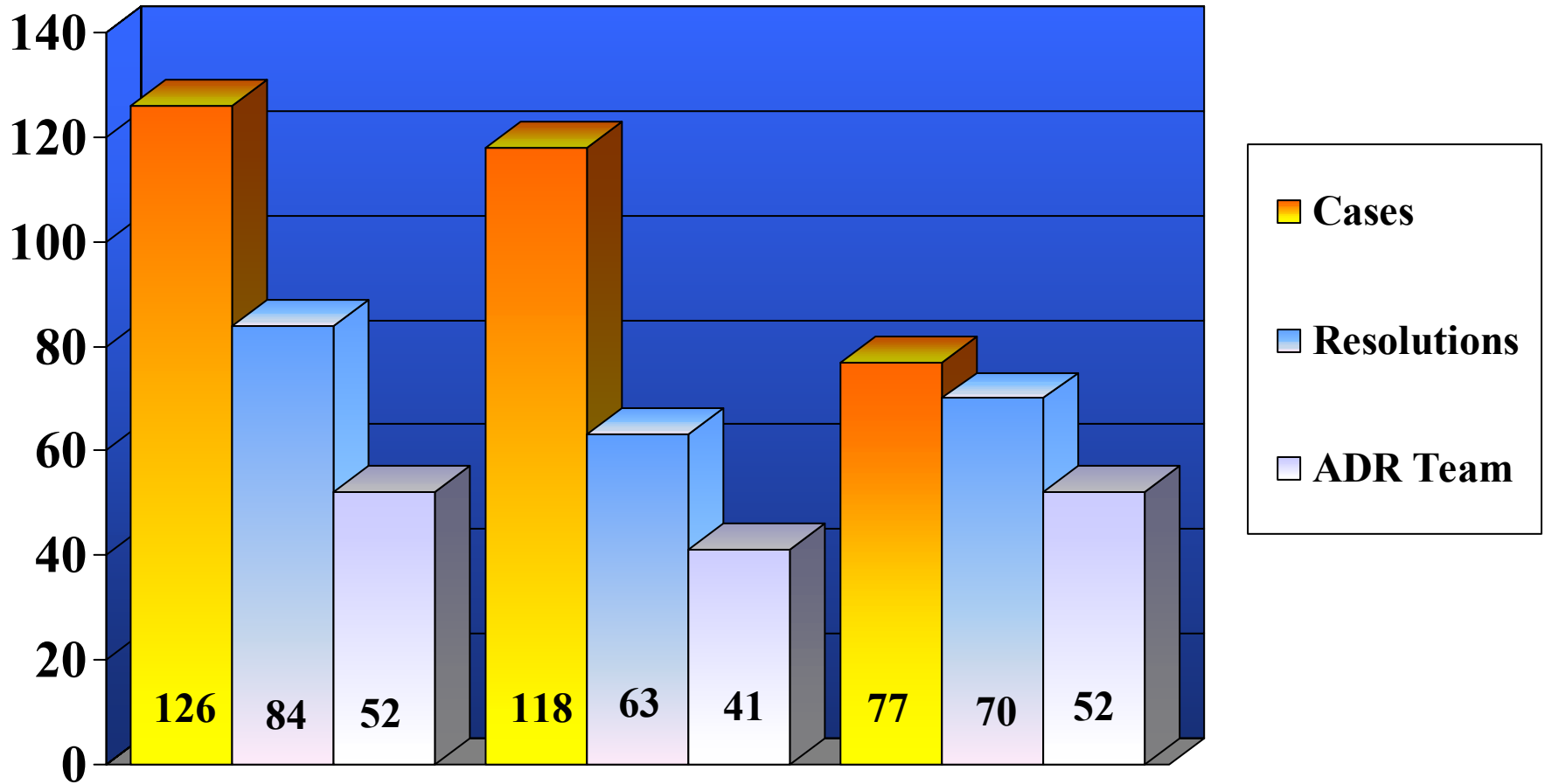
ADR 00	3900	704	497	\$30M-117M
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ADR 01	3913	874	650	\$39M-153M
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ADR 02	3430	554	369	\$22M-87M
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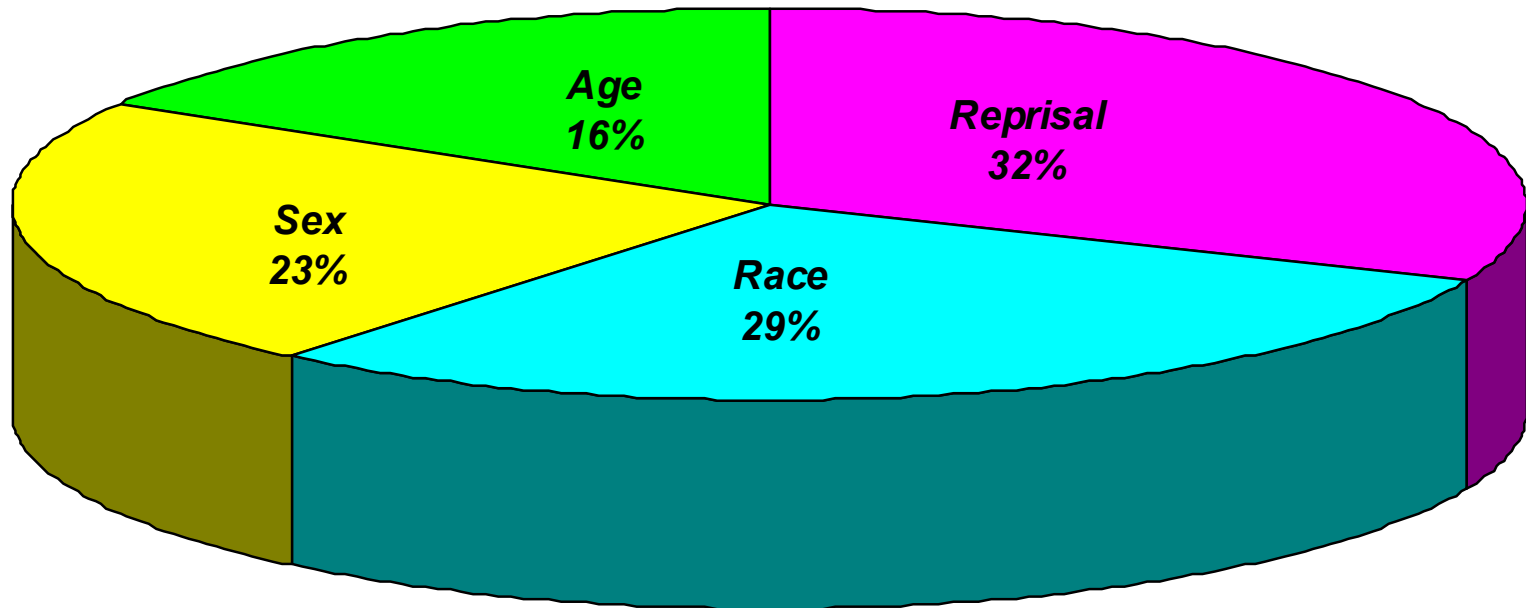


Processing Time Comparison





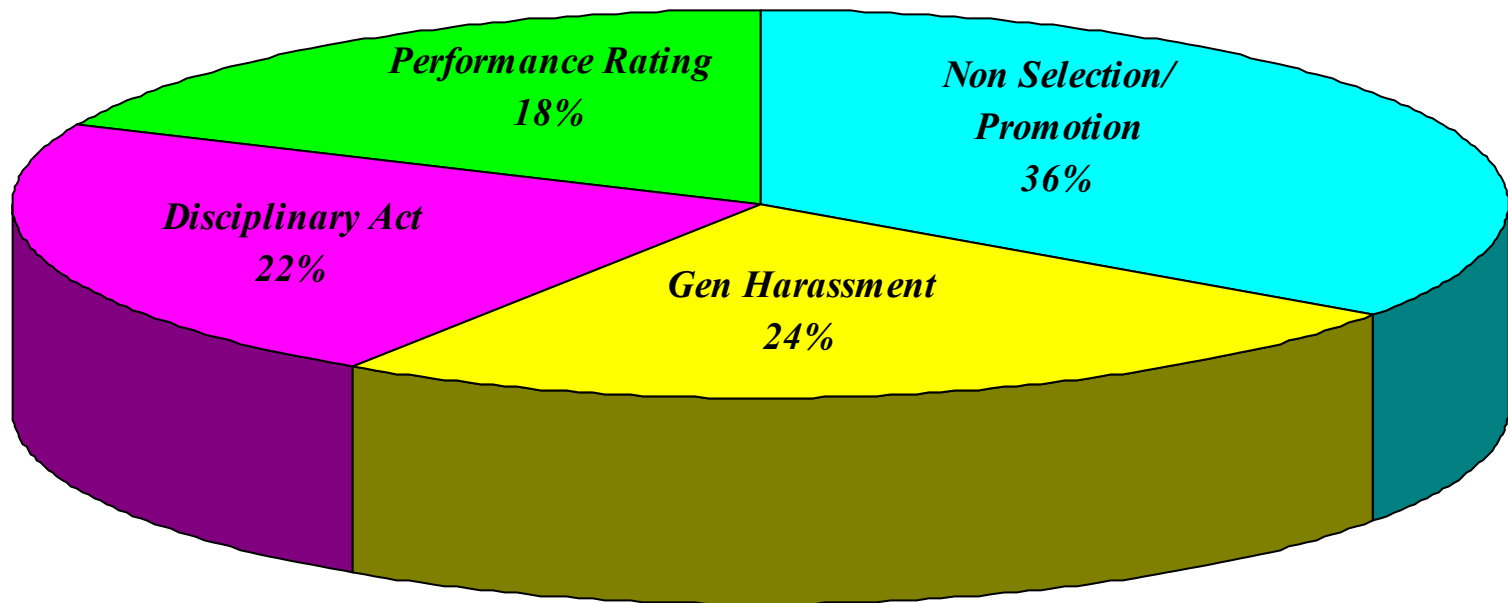
DoD Prevalent Bases Five Year Look



Jan 01, 1998-Dec 31, 2002



DoD Prevalent Issues Five Year Look



Jan 01, 1998-Dec 31, 2002



Serving Our Customers Better

- **One-Day a Month Site Visits**
- **Geographic Investigators**
- **VTC Mediation Conferences**
- **Telecommuting**
- **Paperless Process**



Re-Engineering EEO Complaint Process

*Floyd D. Spence National Defense
Authorization Act
Section 1111*

- **Air Force: Eliminates EEOC AJ Hearing**
- **DeCA: Early Resolution Opportunity and Paperless**
- **DLA: Pilot for Expedited Complaint Processing**



Impact of Changes on Investigations

- **Claims Versus Issues**
- **Amendments**
- **Consolidations**
- **No Recommendations in ROI**





Impact of Changes on Investigations

- **NOTES CONTINUED FROM PREVIOUS SLIDE**



Flat Fee

- **What Does it Cover?**
- **Refunds**





What You Can Do To Help

- **Coordinate on Claims**
- **Question All Potential Dismissals**
- **Question Decision to Amend or Consolidate**
- **Include Necessary Documents**
- **Ensure Witnesses Show for Appointments**
- **Evaluate the Case for Resolution**





What You Can Do To Help

- **NOTES CONTINUED FROM PREVIOUS SLIDE**